

### **USPS Report on PRC Rate and Service Inquiries for July 2013**

The Postal Regulatory Commission referred **247** inquiries to the Postal Service in July. Customers received responses on average within **13** days.

Inquiries covered various topics that fell into three main categories:

- Delivery services (**175**) – i.e., the time of delivery, forwarding, and method of delivery.
- Customer services (**57**) – i.e., hours of service, availability of retail products, and product tracking.
- Policies/procedures (**15**) – i.e., general information, obtaining refunds or exchanging postage, and suggestions.

While many of the inquiries were customer specific, the following topic is highlighted for possible interest to a larger audience.

#### **Outgoing Mail**

The United States Postal Service makes every effort to pickup and deliver your mail. Outgoing mail is picked up when:

- Curbside delivery - if the flag is up or if there is mail to deliver
- Door delivery - if there is mail to deliver
- Cluster Box - from the outgoing mail slot
- Collection Box – typically, a blue painted street box with the USPS® logo

You may hand your outgoing mailpiece to the letter carrier if you don't need a stamped or dated receipt for the item. Keep in mind that the amount of mail a letter carrier can pickup is limited by the space that they have available to them in their vehicle. All mail picked up by letter carriers must comply with normal weight and size restrictions:

- Correct postage must be applied to the item
- The mailpiece must fall within the size and weight restrictions of the class (visit <http://postcalc.usps.com/> for additional information)

If you are concerned that you may have too much mail for the letter carrier to pick it all up, you may either:

- Drop it off at a local Post Office facility
- Request a Package Pickup - not available in all markets or for all products.
- Schedule a Pickup on Demand online
- Contact your local Post Office for further help

For more information regarding outgoing mail collection options, please visit frequently asked questions located at <http://faq.usps.com/adaptivedesktop/faq.jsp?ef=USPSFAQ>